



CME, A Leader In Electronic Equipment Construction And Maintenance, Boosted Daily Efficiency By 38% With Augmented & Connected Workers.

CME is a leader in **Construction and Electronical Maintenance**. It is the most relevant company belonging to ProCM Group. The ProCM Group gathers several different companies to develop their activity in the area of service engineering with a high level of technological incorporation. The company counts with 3,480 workers working in Portugal, France, Cape Verde, Mauritania and Angola, and has a global annual revenue of \$4.52 billion (2021).

CME provides Engineering Services in several business areas, such as IT, Utilities, Industrial Installations, HVAC and Construction. Its vision is to provide good service quality to its customers by implementing and adopting new technologies.

Challenge

The company's always managed to ensure that operations were executed and concluded. However, tracking paper-based and none-equipment specified operations was not an easy task. CME had a lot of difficulties to gather evidence that processes were executed correctly, workers did not have enough support to execute tasks properly and there was no visibility of the operations.

The lack of control over operations meant that certain procedures or instructions did not coincide with the activity being performed. Standard procedures were not always accessible and were often based on the manufacturers manuals.

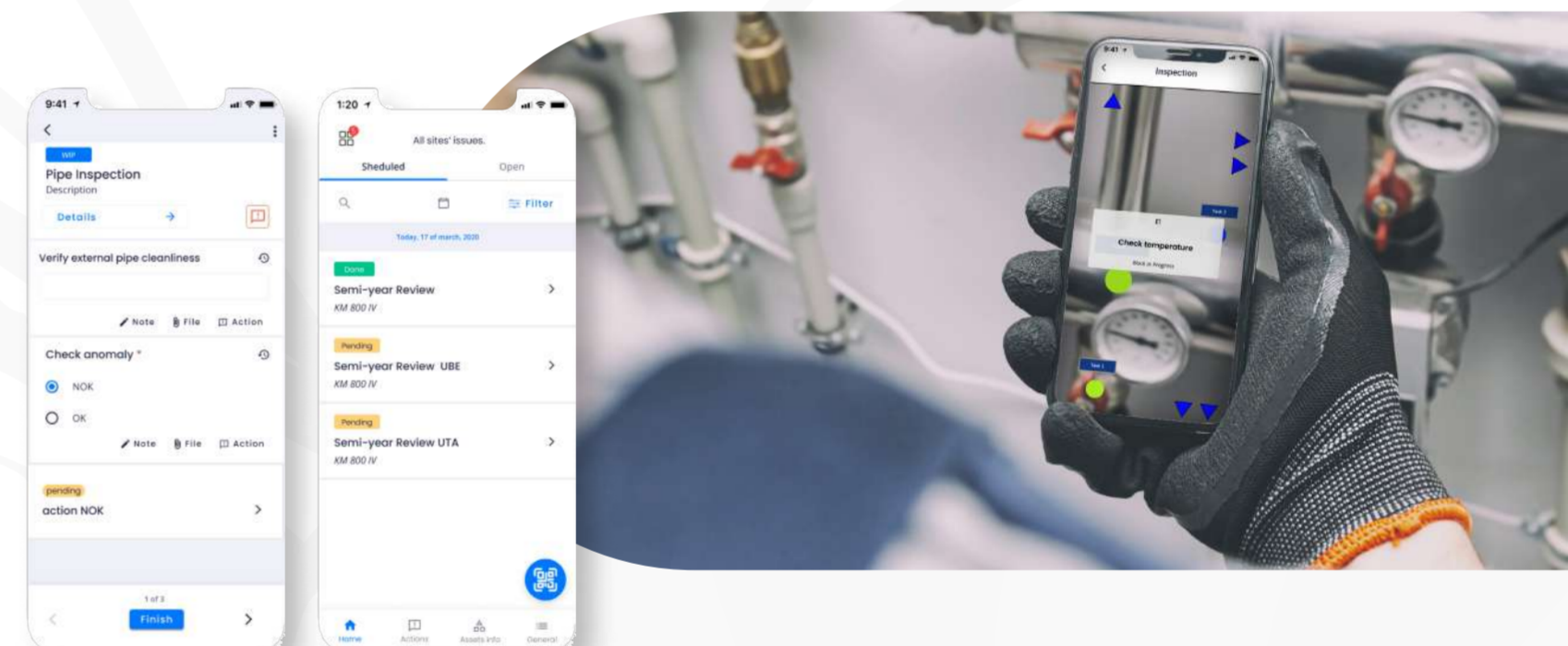
The result of having such barriers on daily performance of operators and decision makers resulted in a high error rate, potential of mistakes or disagreements happening, and result in accidents. Besides, due to the **lack of visibility and control**, there were no continuous improvement strategy put in place, which meant that the national leader had a hard time keeping up with competition.

Solution

As a leading industrial player, the company is always looking to provide an excellent quality service, meaning, speed, efficiency, safety, costs and time are key indicators.

The solution started with the process digitalization of critical safety standard procedures. This allowed that the operator was guided through Augmented Reality step by step instructions to execute the operation in a standardized way. This made it impossible for the front-line team to make mistakes or skip steps in the process.

Standard procedures became much more accessible and contextualized for the operator. The **Augmented & Connected Worker solution** helped the company gathering evidence and record data from execution, ensuring that safety procedures were carried out.



Operational Pains

FRONTLINE WORKERS

- 1 Paper based processes SOP operations
- 2 None specific work standart instructions to execute the process
- 3 No mobility tool to guide operators
- 4 Generic documents with structions not compatible with the quipment.

MANAGERS

- 1 Safety not ensured before workflow is started
- 2 No real-time data to monitor execution

FRONT-LINE WORKERS

- 1 Creation of digital checklist/ work instructions
- 2 Organized agenda & notification system to manage the team's daily work
- 3 Hands-Free guidance Augmented Reality (AR) with Microsoft Hololens 2

MANAGERS

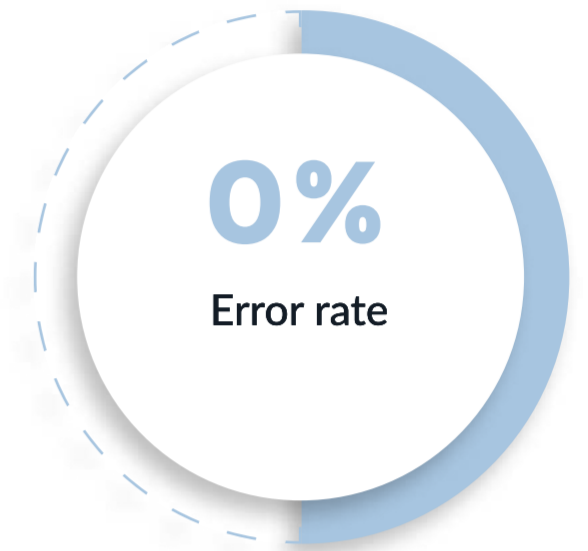
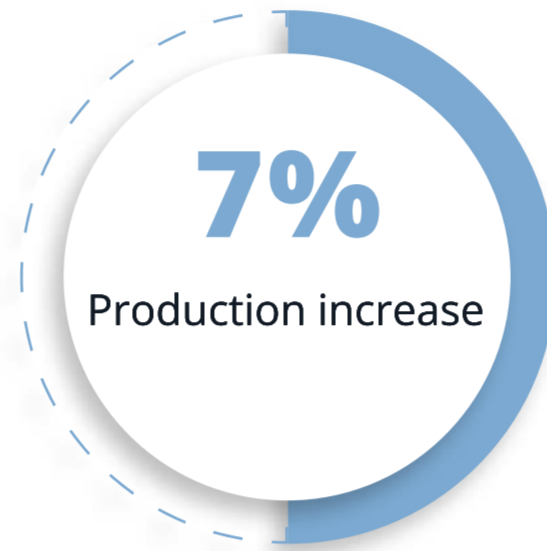
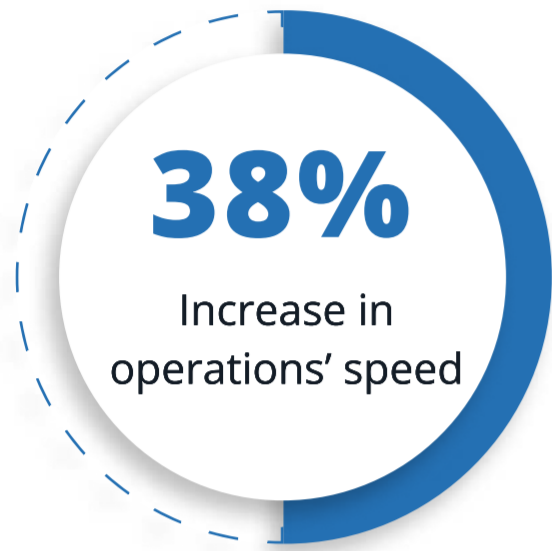
- 4 Monitorization deployed in the Backoffice through dashboards, and analytics
- 5 Implement Augmented Reality as part of the training strategy

Digitized processes are already a must-have asset to have in an Industrial company. However, with the addition of Augmented Reality, provided by Glartek, we have clearly improved our overall productivity results." said Malcom Malveiro, Head of Digital Technology at CME

Benefits

With Glartek's **Augmented & Connected Worker platform**, wind turbines maintainers and front-line operators can access the consignment and reconsignation process on their mobile phones, or, through HoloLens 2 and execute the tasks hands-free while being guided by AR at the same time. Interact with rich-media guides, videos, photos, and PDF files, on how to execute the task correctly.

Furthermore, managers can track their team's activity in **real-time**, and **organize data** from operations in several analytics and **dashboards** to provide better responses if any issues arise.



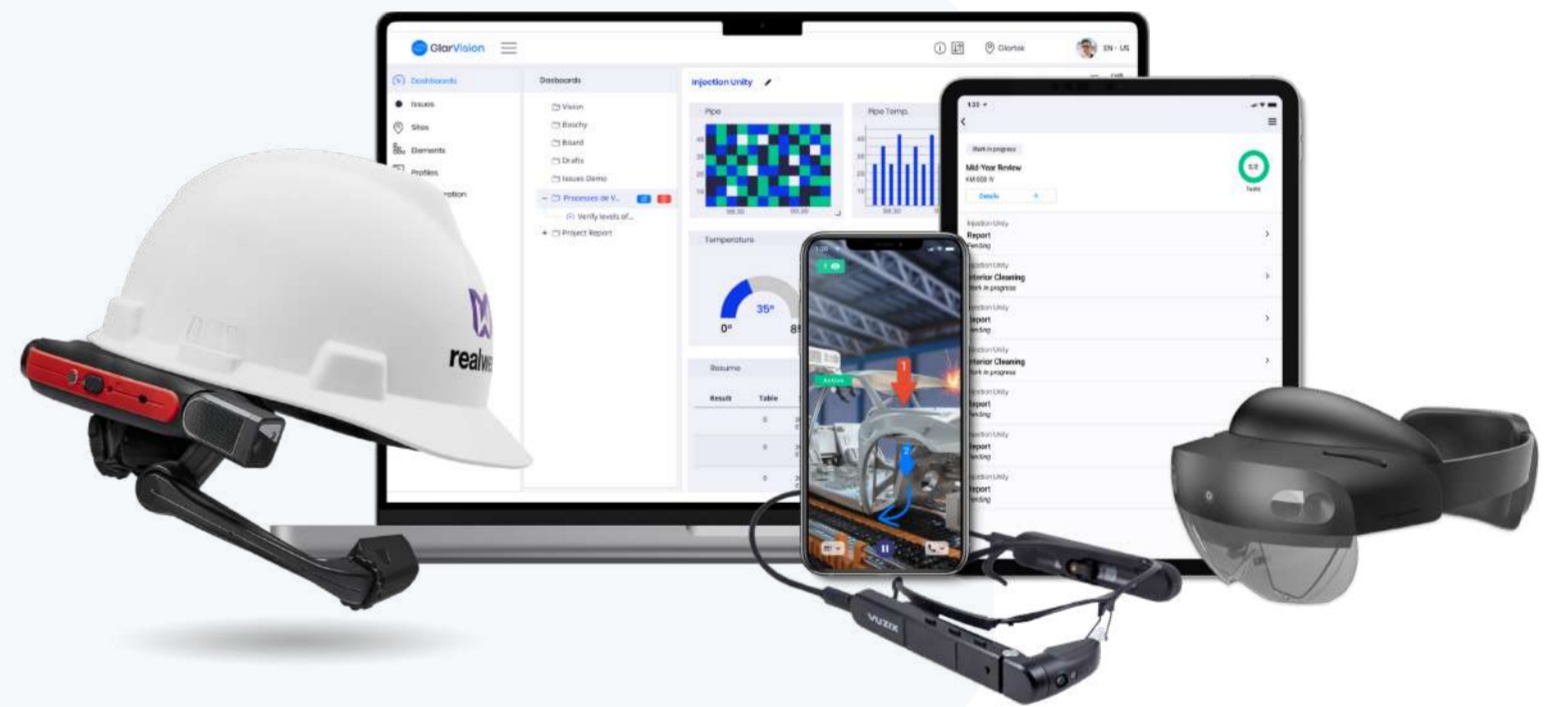
“Thanks to an **Augmented Workforce**, we enabled a team that can do anything way faster, while at the same time do not require training that takes a lot of time. And we have perceived this change on the workers efficiency on our overall results in only a few months of having the solution implemented.

Malcom Malveiro, Head of Digital Technology at CME.

Next Steps

The future is bright. **CME is always thriving for success**. And technology goes hand-on-hand with the vision the company presented. As managers and professional workers push the solution internally, new adopters are perceiving benefits of being and Augmented & Connected Worker.

In the future, **new use cases will be addressed**, and **new industrial complexes** will be setup with the technology. We estimated gains not only at the level of shopfloor workers but a **continuous improvement journey** that impact the whole organization.



ABOUT US

Glartek, founded in 2017, is a leader in Augmented Reality (AR) solutions for the Manufacturing and Asset Intensive Industries and our mission is to increase the efficiency and safety of operational processes. Our software solutions combine the AR and Internet of Things domains to bring visibility, optimization and reassurance of field operations. Glartek has offices in Lisbon and Leiria, Portugal, has very large customers such as EDP and Renault and has raised over €1.5M in venture capital.

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